



PDA Mediation & Arbitration Service

Occasionally things can go wrong on a decorating job...

The PDA acts as an independent mediator in the event you have a dispute with a client. Either you, or your client, can call on the PDA to step in and help resolve an issue.

PDA experts are on hand to evaluate the quality of work done and investigate a complaint from member or client.

The Association can also arbitrate a dispute resolution and in the past has helped members recoup thousands of pounds following refusal to pay.

The major benefit of the PDA Mediation and Arbitration service is the personal touch – the matter is dealt with discreetly and fairly, with a view to avoiding unfair adverse publicity or reviews, and aiming to provide a human point of contact throughout what can be a distressing process for both parties.

Here's What To Do Next...

3 simple steps to help guide you:

1. Contact the PDA Team on 02476 353776 to discuss your complaint
2. Email info@paintingdecoratingassociation.co.uk with a full detailed description of your complaint
3. Please provide images (before and after if possible). All images should be taken at a distance of 1.5 metres as set by the British Standards Institute



Client

- Work out a full list of all the work you require for the contract you wish to undertake
- Decide who will purchase the materials for the job, and who will be responsible for the estimating of these.
- Secure up to three quotes from members of the Painting and Decorating Association.
- Check to see if the contractor has the correct insurances in place
- Secure a written quote from them and make sure both parties fully understand the requirements of the work need. Please sign and date the contract as well as the contractor.
- Agree a start and completion date (Where applicable)
- Check to see if the contract includes VAT or not (which is an additional 20% to their charges)
- Monitor the work progress throughout the work period
- Does the contractor want a deposit and interim payments (agree before commencement)



Client

- If issues do occur during the works, make sure you communicate your worries to the contractor immediately, and not wait until the contract is completed or after payment has been made.
- If you require any additional works to be carried out during the contract, always make sure that you have received and agreed, a further written, signed, quotation from the contractor to cover this additional work.
- Ensure that the work is to your satisfaction and any final snagging work is completed properly prior to final payment.
- If a dispute does arise, firstly try and resolve the matter as soon as possible between yourselves and the contractor. The sooner the issues are resolved, the faster the work can be either completed or the problems resolved.
- Conciliation between both parties is a better and more professional way of resolving issues than long drawn out arguments which can last for months.
- Make sure that all conversations between both parties are recorded for future reference
- If after all of the above have been completed and no resolve has been made then please contact the Painting and Decorating Association for further assistance on 024 7635 3776. Or at info@paintingdecoratingassociation.co.uk